



## DEPARTMENT OF HOMELAND SECURITY

### Federal Emergency Management Agency

[Docket ID: FEMA-2021-0033; OMB No. 1660-0145]

**Agency Information Collection Activities: Proposed Collection; Comment Request;**

**Federal Emergency Management Agency Programs Customer Satisfaction Surveys**

**AGENCY:** Federal Emergency Management Agency, Department of Homeland Security.

**ACTION:** 60 Day Notice of Revision and request for comments.

**SUMMARY:** The Federal Emergency Management Agency (FEMA), as part of its continuing effort to reduce paperwork and respondent burden, invites the general public to take this opportunity to comment on an extension, with change, of a currently approved information collection. In accordance with the Paperwork Reduction Act of 1995, this notice seeks comments concerning the collection of Individual Assistance customer satisfaction survey responses for FEMA programs and information for assessment to improve the delivery of disaster assistance to individuals and households.

**DATES:** Comments must be submitted on or before [INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER].

**ADDRESSES:** Please submit comments at [www.regulations.gov](http://www.regulations.gov) under Docket ID FEMA-2021-0033. Follow the instructions for submitting comments.

All submissions received must include the agency name and Docket ID. Regardless of the method used for submitting comments or material, all submissions will be posted, without change, to the Federal eRulemaking Portal at <http://www.regulations.gov>, and will include any personal information you provide. Therefore, submitting this information makes it public. You may wish to read the Privacy and Security Notice that is available via a link on the homepage of [www.regulations.gov](http://www.regulations.gov).

**FOR FURTHER INFORMATION CONTACT:** Brandi Vironda, Statistician, Customer Survey & Analysis Section, Recovery Directorate, FEMA at Brandi.Vironda@fema.dhs.gov or 940-891-8572. You may contact the Information Management Division for copies of the proposed collection of information at email address: *FEMA-Information-Collections-Management@fema.dhs.gov*.

**SUPPLEMENTARY INFORMATION:** This collection is in accordance with Executive Orders 12862 and 13571 requiring all Federal Agencies to survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services. The Government Performance and Results Act (GPRA) (Pub. L. 103-62, 107 Stat. 285) requires agencies to set missions and goals and measure performance against them. In addition, the GPRA Modernization Act of 2010 (Pub. L. 111-352, 124 Stat. 3866) requires quarterly performance assessments of government programs for the purposes of assessing agency performance and improvement. FEMA will fulfill these requirements by collecting customer satisfaction program information through surveys of the Recovery Directorate's external customers.

Two forms are being removed from this filing - Shelter and Temporary Essential Power Survey (519-0-50) and Shelter and Temporary Essential Power Survey (519-0-51).

*Collection of Information*

*Title:* Federal Emergency Management Agency Programs Customer Satisfaction Surveys.

*Type of Information Collection:* Revision of a currently approved information collection.

*OMB Number:* 1660-0145.

*FEMA Forms:* FEMA Form FF-104-FY-21-181 (formerly 519-0-45), Preparedness Survey – Electronic; FEMA Form FF-104-FY-21-180 (519-0-44), Preparedness Survey – Phone; FEMA Form FF-104-FY-21-183 (519-0-47), Transitional Sheltering Assistance (TSA) Survey – Electronic; FEMA Form FF-104-FY-21-182 (519-0-46), Transitional Sheltering Assistance

(TSA) Survey – Phone; FEMA FF-104-FY-21-184 (Form 519-0-49), Temporary Housing Units (THU) Survey – Electronic; FEMA Form FF-104-FY-21-183 (519-0-48), Temporary Housing Units (THU) Survey – Phone; FEMA Form FF-104-FY-21-196, Sample Focus Group Moderator Guide; FEMA Form FF-104-FY-21-197, Sample One-on-One Interview Guide; FEMA Form FF-104-FY-21-198, Sample On-line Moderator Guide.

*Abstract:* Federal agencies are required to survey their customers to determine the kind and quality of services customers want and their level of satisfaction with those services. Analysis from the survey is used to measure FEMA's Strategic Plan's objective 3.1 to streamline the disaster survivor experience.

*Affected Public:* Individuals and households; Partners In Service Staff.

*Estimated Number of Respondents:* 7,296.

*Estimated Number of Responses:* 7,296.

*Estimated Total Annual Burden Hours:* 5,227.

*Estimated Total Annual Respondent Cost:* \$205,160.

*Estimated Respondents' Operation and Maintenance Costs:* \$0.

*Estimated Respondents' Capital and Start-Up Costs:* \$32,256.

*Estimated Total Annual Cost to the Federal Government:* \$709,098.

#### *Comments*

Comments may be submitted as indicated in the ADDRESSES caption above. Comments are solicited to (a) evaluate whether the proposed data collection is necessary for the proper performance of the agency, including whether the information shall have practical utility; (b) evaluate the accuracy of the agency's estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used; (c) enhance the quality, utility, and clarity of the information to be collected; and (d) minimize the burden of the collection of information on those who are to respond, including through the use of appropriate

automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

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**Millicent L. Brown,**

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*Department of Homeland Security.*

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